



Experts in Networking, IT Services
and Multisourcing



Project Support Services



What are Project Support Services?

Outstanding Service

We provide a fully flexible and scalable project support team that you pay for only when needed. Our Project Support Services remove the administrative burden around large scale roll-out programmes such as scheduling, arranging access equipment, supplier deliveries, reporting progress and escalations. ISG technology can couple our Project Support Services with our more traditional Project Management Services to offer customers an end-to-end project delivery experience for many types of projects.

Tailored Project Support

Our multilingual, 24x7x365 Project Support Services facilitate the management and reporting of critical project implementations. We understand that all projects are different, and our Project Support Services are fully tailored to the specific needs of each client's project. Bespoke reports, quality checks, communication paths and assessments are determined at our pre-start consultancy meetings, project costs are minimised as you only pay for the services you require.

Having a team dedicated to delivering your project is proven to improve customer satisfaction, allowing you to focus on your customer's needs. Real-time escalations allow proactive customer management for a "No Surprises" approach. Our teams track all dependencies, to ensure a quality and consistent first time delivery.

Reduce Your Administration Work

Outsourcing the administration of your projects to ISG technology allows you to reduce the cost of project delivery. In-house project management and project administration teams can be relieved of their mundane, daily tasks, allowing them more time with your customers.

European Support Centre

Our Project Support Services are jointly delivered via our UK branch network and European Support Centre (ESC) in Sofia, Bulgaria, allowing our customers to offer cost savings whilst delivering a consistent and quality service. As Bulgaria is a full member of the European Union, customers are provided the utmost security and reliability.



ISG technology's European Support Centre is located in Business Park Sofia, Bulgaria

Best Practices

Our Project Support Services follow Prince II and ITIL methodologies, pulling together best practices and procedures that are also in line with our ISO 9000 and 14000 accreditations. Our online data store holds all project information with secure access for customers and their clients, and contains progress reports, updated programme, sign-off documentation, photographic evidence and any other client specific documentation.

Continuous Improvement

We recommend a cyclic three phase approach of planning, implementing and analysis across each activity to ensure the customer is provided with an ever improving service. After the completion of each milestone, ISG technology provides checkpoints and Quality Gates to ensure the project is on track to deliver in line with customer requirements and expectations.



ISG technology has five office locations across the UK and a European Support Centre in Bulgaria



Project Support Services PROcesses



ISG technology

ISG technology has extensive experience gained over 30 years in providing Networking, IT Services and Multisourcing Solutions to some of the best known companies in the world. Employing over 200 technicians, the Company has a UK wide branch infrastructure plus a European Support Centre in Sofia, Bulgaria from which it provides solutions across Europe and beyond.

ISG technology has in-depth experience working within the retail, finance, hospitality, transportation, health, education and leisure sectors. In addition to working directly with end user customers, the Company is a strong supporter of IT delivery partnerships and supports many of the largest System Integrators and IT Service providers in the World.

Pricing Options

ISG technology's Project Support Services offer our customers bespoke and specialised services. Built around each project, our tailored service offerings also provide our customers customised pricing options.

Our costs are based on your company's specific requirements. Whether you require costing on a per site basis, per activity, per head basis or on a monthly or yearly basis, we work with you and are flexible in our approach.





ISG technology

EGHAM LONDON BIRMINGHAM MANCHESTER GLASGOW SOFIA
Tel: 01784 485200 | Email: info@isg-technology.com | www.isg-technology.com

ISG technology Ltd. Registered Office: Ashmead House, Crabtree Office Village, Eversley Road, Egham, Surrey, TW20 8RY